

CONTRACT RENEWAL

- By: **Matthew N. Manion**
Matthew N. Manion, C.P.M., VCO
Statewide Service Contract Officer

AMERICAN AIRLINES CUSTOMER SERVICE CONTACTS AND TELEPHONE NUMBERS

ATC Customer Service Representative

Jayne Lange

P.O. Box 58210, MD 782
Tulsa, OK 74158-2810
1-800-555-8040 Press 1/Press 1 Extension 3484
(918) 254-3485
(918) 254-3282 FAX

Contract Administrator

Gerald F. Aaronson

Global Product Manager
American Airlines
4255 Amon Carter Blvd., MD 4411
Fort Worth, TX 76155
(817) 963-9532
(817) 931-4840 FAX
Email: jerry.aaronson@aa.com

The ATC Customer Service Representative should be contacted for any problems with service issues, charges or credits on your statements.

Refunds Customer Services Representative

Bob Timm

P.O. Box 582838, MD 755
Tulsa, OK 74158-2810
(918) 254-3657
(918) 245-3966 FAX

Forward all refunds to his attention on a Ticket Transmittal Form. FAX a copy of the form to your Customer Service Representative. If the account will be past due, cc: Janet Whisman on the FAX. Keep a copy for your records.

Collections Representative

Janet Whisman

P.O. Box 582832, MD 780
Tulsa, OK 74158 – 2838
(918) 254-3573
1-800-555-8040 Press 1 / Press 5
(918) 254-3282 FAX

Contact your Customer Collections Representative on any collection issues or if you have not received your statement or your payment will be delayed for a few days.

Account Billing/Setup

Kathy Odom

P.O. Box 582810, MD 782
Tulsa, OK 74158-2810
(918) 254-3282
1-800-555-8040 Press 1 / Ext. 3484
(918) 254-3967 FAX

Contact the Account Billing or Set-up Representative if your statement is not set –up correctly.

Credit Administrator

Linda Van Geison

P.O. Box 582859, MD 768
Tulsa, OK 74158-2859
(918) 254-3594
1-800-555-8040 Press 1 / Press 2
(918) 254-3282 FAX

Contact the Credit Administrator Representative if you want to reopen any closed account or, if you are having any customer service problems that are not getting resolved.

Instructions

1. This contract has been established by competitive negotiations to provide a statewide Air Travel Card (ATC) charge card service for official State business for agencies and institutions of the Commonwealth of Virginia. **This contract replaces the Universal Air Plan Travel Charge Card (UATP) Contract Number 90702-0. All accounts set up for agencies and institutions under the above mentioned contract will remain active and in force.** This contract is in accordance with Commonwealth of Virginia Accounting Policy and Procedures (CAPP) Manual, Section 20335, State Travel Regulations. **Use of this contract is optional by State agencies and institutions for the purchase of airline tickets and optional for the purchase of AMTRAK tickets.**

2. Each agency/institution is limited to one ATC Card or plasticless account for each location, except agencies/institutions with multiple locations who may obtain an ATC Card or plasticless account for each location. All requests for more than one card or plasticless account per location or individual employee (PW) cards must be approved in writing by the Comptroller's Office. A copy of the Comptroller's approval must accompany the agency's/institution's request to establish an ATC account with multiple or individual employee cards or plasticless accounts. If a copy of the approval is not attached, the request will be returned to the agency/institution. Requests for approval should be addressed to Mr. David Von Moll, Manager of Pre-audit and Compliance, Office of the Comptroller, P.O. Box 6-N, Richmond, Va. 23215 (Telephone 804-225-2109).

3. Each using State agency/institution will be responsible for administering this contract as it pertains to their ATC charge card service requirements. Each agency/institution will designate an individual as the ATC Charge Card Coordinator for each location that is to be issued a card or plasticless account. The duties of the Coordinator include establishing procedures for handling the services, to verify billings, identify complaints and to receive and distribute Contractor information. Agencies/Institutions may want to consider designating their Travel Management Coordinator as the ATC Charge Card Coordinator to insure uniformity of their travel management program. The Coordinator is responsible for developing internal procedures for usage of the ATC charge card accounts, such as who is authorized to make telephone orders as well as sign for tickets when they are delivered. **The Coordinator must make sure that any travel agency they do business with understands the agency/institution's liability under the ATC Charge Card Program will be only for tickets purchased for travel in conjunction with official State business.** Upon receipt of this Notice of Contract Award, any agency/institution not utilizing the contract is required to complete the attached "Request for Separate Billing Account Form" page 12 of 12 and return it to Patricia Trent, Contract Officer, Division of Purchases and Supply. This form may be reproduced to request cards for separate locations or individual employees. The Contractor will be notified and will arrange for agency/institution or individual employees to be issued the card(s) or set up plasticless accounts so they can begin receiving service. **DP&S must be notified of any subsequent personnel changes under this contract.**

4. The Division of Purchases and Supply will provide the agency/institution with a copy of the notification sent to the Contractor to establish the account. This notice can be filed as documentation of the effective date of establishing the account under this contract. Contractor performance issues under this contract are the responsibility of the Division of Purchases and Supply/Service Contracts Section. Complaints shall be documented in accordance with paragraph 10.17 of the Agency Procurement and Surplus Property Manual and reported to the Division of Purchases and Supply. Forms to facilitate the notification of the Contractor and this office are available on the Division of Purchases and Supply website at www.eva.state.va.us.

5. The provisions of this contract shall not be used to obtain travel services contrary to State travel regulations, executive orders, directives or appropriations.
6. Payment terms on the ATC Charge Card contract are 30 days after receipt of invoice. The 30 days begins when the invoice is received at the agency/institution and not when it is received by fiscal/accounts payable.
7. The ATC works like any other credit card account. Once charges are accepted by the Contractor a service has been performed and they are entitled to receive timely payment under the terms of the contract. Payment for advance purchased tickets can't be held until the tickets are actually used. If an agency/institution purchases tickets in advance and does not use them, the tickets must be returned to the travel agency from which they were purchased to see if a refund is applicable. If the ticket is a refundable ticket, the travel agency will process a credit with the appropriate airline that issued the ticket. That airline will process a credit to American Airlines that in turn will credit the agency/institution's account. The credit is applied to your next monthly invoice. The processing of the credit can take between 45 to 60 days. **If the credit is not used over two billing periods, American Airlines will refund the credit amount to the agency/institution.**
8. Any account that becomes 60 days past due may be cancelled by American Airlines, Inc. under the terms of the contract. Reinstatement of the account will not take place until all delinquent payments are received by American Airlines.
9. If any State agency/institution has not received its bill 10 days after their statement billing date, please notify American Airlines by telephone toll free **1-800-555-8040 press 1/Press 4** or FAX **(918)254-3967**. Agencies/institutions will be FAXED duplicate copies of any lost or not received Invoices. If the FAXED copies of invoices are illegible, American Airlines will overnight mail a legible copy upon notification by the agency/institution. **DEPARTMENT OF ACCOUNTS, COMPTROLLER'S OFFICE HAS STATED THAT FAX COPIES OF DUPLICATE INVOICES ARE ACCEPTABLE FOR PAYMENT PURPOSES.**
10. Refunds: American Airlines will process refunds for State agencies and institutions on unused **"REFUNDABLE ONLY"** tickets. American will process the tickets through the appropriate airlines and make refunds directly to the agency or institution.

Attached is a copy of American's Unused ticket Transmittal Form (page 13) which must be completed and mailed along with the unused ticket securely attached to American Airlines at the following address:

Mr. Bob Timm
Customer Service Refunds Representative
P.O. Box 582880, MD 755
Tulsa, OK 74158-2810
Phone: (918) 254-3657
FAX: (918) 254-3966

Forward all requests for refunds to Mr. Timm on the Unused Ticket Transmittal Form. List each ticket number separately. Also, note the number of coupons being returned, along with passenger name, the original purchase price and the issue date of the ticket. The "Refund Issued" amount will be completed by American Airlines, Inc.

A copy of the form should be FAXED to your customer service representative, and if the account will be past due, courtesy copy Janet Whisman on your FAX. Be sure to keep a copy for your records.

SERVICES TO BE PROVIDED

GENERAL REQUIREMENTS:

1. The Contractor shall provide ATC Charge Card services to the Commonwealth of Virginia that conform to the policies and requirements of the CAPP Manual.
2. The Contractor shall provide a no fee International ATC Charge Card or plasticless account to Commonwealth of Virginia Agencies/Institutions and/or individual employees that is accepted on all scheduled domestic and international carriers.

The cards and plasticless accounts available under this contract are:

- A. **ATC "QW" Card** - The card or plasticless account (sometimes known as ghost accounts) are issued to the agency or institution in the name of the ATC Charge Card Coordinator(s). Multiple "QW" cards or plasticless accounts for each location must be approved by the Comptroller's Office. Only these individuals are authorized to purchase and sign for tickets on behalf of the agency or institution, if the tickets are purchased in person at an airline ticket office or ticket counter. **If any in-person purchases are attempted by anyone other than the named cardholder, the card may be confiscated by the airline to which the card is presented.** Agencies/Institutions may give the "QW" account number to travel agencies when ordering airline tickets by telephone. The ATC Charge Card Coordinator or his/her designee(s) at the agency/institution may place the order or sign for the tickets when they are delivered. The authorized individuals should be identified to the travel agency under contract with the agency/institution.
- B. **ATC "PW" Card** - The "PW" Card is authorized for individual employees who travel frequently on behalf of the Commonwealth. Their job duties may require them to purchase additional airline tickets while traveling on official State business. The card is issued in the name of an individual employee of the agency/institution. The card can only be used to purchase tickets for that employee in his/her name. It cannot be used to purchase tickets for anyone else. In-person purchases at an airline ticket office or ticket counter can only be made by the named cardholder. **If any in-person purchases are attempted by anyone other than the named cardholder, the card may be confiscated by the airline to which the card is presented.** The individual's "PW" account number must be given to travel agencies when ordering airline tickets by telephone on behalf of that individual. The Contractor shall not issue an ATC "PW" card to any employee unless the employee's request form bears the signature of the agency's ATC Charge Card Coordinator and is approved in writing by the Comptroller's Office prior to submitting the request form. The agency's/institution's ATC Charge Card Coordinator must forward requests for "PW" cards to DP&S with the Comptroller's approval attached. Requests for "PW" cards will not be processed without the Comptroller's written approval.
3. The Contractor shall issue the "QW" or "PW" ATC Charge Card(s) or plasticless accounts in the name of the agency/institution with the ATC Charge Card Coordinator(s) or approved individual employee's name on the cards and bill charges directly to the agency/institution on a monthly basis. **The card shall not contain the name of the Commonwealth (Virginia, Commonwealth of Virginia, etc.)**
4. **The Contractor has a toll free number 1-800-555-8040 Press 1 / Press 2 for billing inquiries.** State Agencies/Institutions will be provided with the name and phone number of the service representative responsible for their account at the time they receive their cards. (See Page 2)

5. The Contractor shall cancel the agency/institution "QW" or individual "PW" ATC Charge Card accounts upon notification by the using State agency/institution or individual employee. This notification can be written or verbal with written confirmation to follow. The written confirmation should include the cancelled card (if card account), cut in halves. It is the ATC Charge Card Coordinator's responsibility to request the "PW" cards upon an employee's termination. The employee or the State agency/institution may cancel a card or plasticless account by calling **(918) 254-3484**.
6. If a card is lost or stolen the ATC card member should notify the Contractor immediately by calling **Toll Free 1-800-555-8040 Press 1/Press 1 Ext. 3484 or FAX (918) 254-3282**. If traveling abroad, the card member should call or visit the nearest American Airlines Ticket Office or Counter. Twenty-four (24) to forty-eight (48) hour emergency card replacement is available at no charge for any lost or stolen card.

TRAINING REQUIREMENTS:

7. The Contractor shall provide, at no cost to the Commonwealth of Virginia, initial training and any follow-up training needed to accomplish the following:
 - A. Explain the ATC Charge Card Program, billing statements and reports to each agency's ATC Charge Card Coordinator, upon request.
 - B. Make employees aware of the availability of the ATC Charge Card including benefits and features and explain the proper uses of the ATC Charge Card.

BILLING REQUIREMENTS:

8. The Contractor can provide two types of billing to the Agencies/Institutions of the Commonwealth. They can provide a **standard billing statement** and a **specialized billing statement** that can be customized to the specific needs of the agency/institution. The specialized billing may provide all the information required by the agency/institution. This may eliminate the need for management reports. A sample of each billing is provided at the end of this notice, pages 10 and 11 of 12. When the account is set up, the agency will need to provide American Airlines, Inc., with its three digit agency/ institution code number. This number will be printed on the billing statement.

REPORTING REQUIREMENTS:

9. The Contractor shall provide monthly reports, if required, at no charge, within ten (10) days of the Commonwealth's account billing cycle. The information reports are available only in hard copy as follows:

SUMMARY BY TICKET NUMBER AND AIRLINE: This report shows the ticket order number of all airline tickets purchased by agency/institution personnel during the most recent billing period, plus the total dollar amount spent on each airline.

SUMMARY OF CHARGES WITH FIRST CLASS SEGMENTS: All first class travel during the latest billing period is highlighted in this report, which identifies the segments flown, the individuals who were ticketed, and the air fares.

SUMMARY OF AIR TRAVEL EXPENSE BY TRAVELER: This report details by employee name each flight taken during the most recent billing period.

SUMMARY OF CHARGES BY CUSTOMER REFERENCE NUMBER: This report, broken down by your reference number(s), summarizes the total travel expense charged against departments, cost centers or employee numbers, etc.

SUMMARY OF CHARGES BY CARDHOLDER NUMBER: This is an alternative to the summary by traveler's name. This report provides you with dollar totals for each cardholder number as reflected on your most current billing.

SUMMARY BY CITY PAIRS: To help an agency identify trends or evaluate inter-city program costs, this report totals the trips made during the previous billing period between all applicable city pairs.

The Division of Purchases and Supply will receive a hard copy of the following reports:

1. Summary Of Charges by Customer Reference (account) number.
2. Summary by City Pairs.

Reports to be mailed to:

Matthew N. Manion, C.P.M., VCO
Statewide Service Contract Officer
Division of Purchases and Supply
P.O. Box 1199
Richmond, VA 23218-1199

The Department of Accounts, Comptroller's Office will receive a monthly hard copy report of all past due accounts for agencies and institutions. The report will be forwarded to:

David Von Moll
Department of Accounts
P.O. Box 6-N
Richmond, VA 23215

State Agencies/Institutions may request any of the following reports for Agency use:

1. Summary by Ticket Number and Airline
2. Summary of Charges with First Class Segments
3. Summary of Air Travel Expense by Traveler
4. Summary of Charges by Customer Reference Number
5. Summary of Charges by Cardholder Number
6. Summary by City Pairs

Reports will be mailed to the ATC Charge Card Coordinator. **Reports should only be requested if required and only those that are necessary. Agencies/Institutions should not require all six reports.** You may find that the monthly billing statement will provide all the information your agency/institution requires.

ADDITIONAL CARD FEATURES:

\$200,000 Air Travel Insurance Protection - This is provided to all travelers whose air transportation is charged to the ATC Charge Card. The protection is in addition to any other coverage an account member has in effect. Also, provides PassengerAid worldwide medical, dental and legal assistance with each ticket purchased and charged on the ATC. This plan is underwritten by Federal Insurance Company, Warren, New Jersey.

Check Cashing up to \$100.00 - Any UATP Charge Card member with proper identification can cash a check up to \$100.00 at any American Airlines ticket Office.

COMMONWEALTH OF VIRGINIA STATEMENT BILLING DATES FOR 2002**ATC STATEMENT DATES**

January	3 & 17	July	5 & 18
February	1 & 15	August	1 & 16
March	1 & 17	September	5 & 18
April	3 & 18	October	2 & 17
May	1 & 15	November	1 & 14
June	1 & 16	December	1 & 13

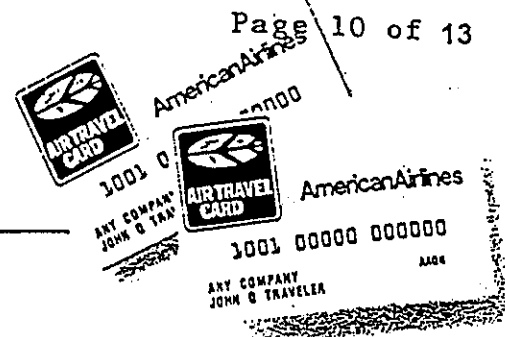
All agencies/institutions that have "**ONCE A MONTH BILLING**", will be invoiced on the "**SECOND**" statement date of the month.

All agencies/institutions that have "**TWICE A MONTH BILLING**", will be invoiced on the "**FIRST AND SECOND**" statement dates of the month.

IF ANY AGENCY/INSTITUTION "HAS NOT RECEIVED ITS BILL 10 DAYS AFTER THEIR STATEMENT INVOICING DATE", PLEASE NOTIFY AMERICAN AIRLINES BY TELEPHONE AT TOLL FREE 1-800-555-8040 PRESS 1/PRESS 1 EXT. 3484 OR (918) 254-3484 OR BY FAX AT (918) 254-3282.

STANDARD BILLING STATEMENT

Provides the information you need to better manage air travel expenses.



American Airlines

UNIVERSAL AIR TRAVEL PLAN STATEMENT 11/1/91

PAYMENT DUE DATE

12/1/91

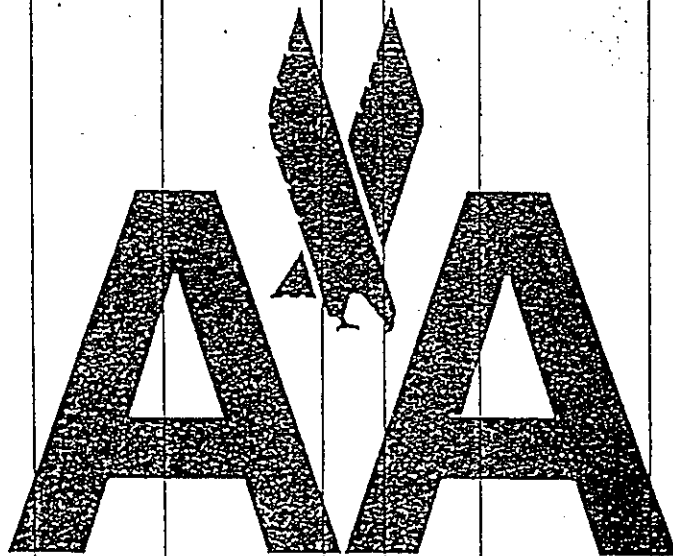
YOLAND CORP.
4000 No. Hays
Tel: 800 741-1111

NET ACTIVITY OF ATTACHED STATEMENT 2,418.00
NET ACTIVITY OF YOUR LAST STATEMENT .00
PRIOR BALANCE STILL UNPAID & PAID DUE .00
TOTAL BALANCE DUE 2,418.00

ACCOUNT NUMBER 27-630

IMPORTANT: IF THE POSTING OF YOUR PAYMENTS OR EXPECTED REFUNDS DO NOT APPEAR ON THIS STATEMENT, IT MAY BE DUE TO OUR RECEIVING THEM AFTER THE INDICATED BILLING DATE. THEY WILL APPEAR ON YOUR NEXT STATEMENT.

AMERICAN AIRLINES REFERENCE NUMBER	ISSUE DATE	TICKET NUMBER		ROUTING	SEGMENT				PASSENGER'S NAME	CARD HOLDER NR	AMOUNT
		A-L FORM	SERIAL		CLASS	1	2	3	4		
①	②	③	④	⑤	⑥	⑦	⑧	⑨			
0100162101192287	04/24	001 4083 255696	LGA*ORD*LGA	FF	AA 1A	GORDON S	04361	744.00			
0301161100763041	04/17	001 4094 256185	DFW*CDL*DFW	FF	AA 1A	GADYER R	05217	80.00			
0100162101208232	04/23	001 5322 671515	LAX*JFK*LAX	FF	AA 1A	HERPEL R	01063	844.00			
0307663100020001	04/10	001 4253 545922	DFW*CDL*DFW	FF	AA 1A	LYCE R	05106	80.00			
0100162101192274	04/23	001 5406 172538	LGA*DFW*LGA	FF	AA 1A	WASKO R	01020	648.00			



PREVIOUS BALANCE	PAYMENTS	REFUNDS	CREDITS ADJUSTMENTS	DEBIT ADJUSTMENTS	NEW CHARGES	PAY THIS AMOUNT	NEW BALANCE
5,388.92	5,388.92	0.00	0.00	0.00	2,418.00		2,418.00

⑩

American Airlines

(Not actual size)

Statement Key

① American Airlines

Reference Number
An internal processing reference number used by American Airlines.

② Issue Date

The month and day on which a ticket was issued.

③ Ticket Number

Identifies the issuing airline, the form and serial numbers of each ticket, as well as tickets for which refunds were issued.

④ Routing

Provides the details of each passenger's itinerary.

⑤ Segment Fare Class

Indicates class of service for each segment of a trip.

⑥ Segment Carriers

Identifies the air carriers for each segment of each trip.

⑦ Passenger's Name

The last name and initials of your business travelers.

⑧ Cardholder Number

The unique number assigned to each Air Travel Cardholder in your company.

⑨ Amount

Itemized total charges and credits clearly indicated for easy reference in the currency of your choice.

⑩ Previous Balance, Payments, Refunds, Adjustments

A complete printout of billing summaries, including billing date.

Your billing statements can be supported by Tape Billing (Cassettes) PC floppy disks*, Electronic Data Interchange** and computer-generated facsimile charges produced in a variety of sequences, in the currency of your choice.

*Optional

**Call for more information

SPECIALIZED BILLING STATEMENTS

Providing the most comprehensive customized billing package in the industry today.

American Airlines
AIR TRAVEL PLAN BILLING STATEMENT

BILLING DATE: 10/19/91

IMPORTANT
IF YOUR RECENT PAYMENT OR EXPECTED REFUNDS DO NOT APPEAR ON THIS STATEMENT, IT IS PROBABLY DUE TO OUR RECEIVING THEM AFTER THE ABOVE BILLING DATE. THEY WILL APPEAR ON YOUR NEXT STATEMENT.

PLEASE DETACH THIS PORTION AND RETURN WITH YOUR REMITTANCE.

AMOUNT ENCLOSED \$

THE BILL IS PAYABLE 10 DAYS AFTER RECEIPT

PAGE

VOLVO CORPORATION
4300 W. 95th
TOLSON, OK 74151

27630

INDICATE ACCOUNT NUMBER ON ALL CORRESPONDENCE

PLEASE REPLY TO

AMERICAN AIRLINES
P.O. BOX 70536
DEPARTMENT 79600 4
CHICAGO, IL 60673

AMERICAN AIRLINES REFERENCE NUMBER	ISSUE DATE		TICKET NUMBER	ROUTING				SEGMENT FARE CLASS	SEGMENT CARRIER	PASSENGER'S NAME	CUST. REF. NUMBER	AMOUNT
	MO	DAY		FROM	TO	THRU	TO					
0100162101192287	09	24	001 408 3235496	LGA	ORD	LGA		77	AA	S. GORDON	900 203 02614	\$5,388.92
										STRTOTAL	02614	*****744.00
										01020	900 203 04318	*****5648.00
0100162101192274	09	23	001 540 8172538	LGA	DFW	LGA		77	AA	B. F. B.	900 105 49754	*****5648.00
										STRTOTAL OF	04318	*****5648.00
										203	900 105 49754	*****51,392.00
0391961100763041	09	17	001 409 4286285	DFW	LGA	DFW		77	AA	A. J. J.	900 105 50179	\$80.00
										STRTOTAL OF	49754	*****80.00
										05106	900 105 50179	\$80.00
0307862100029001	09	10	001 425 3545922	DFW	LGA	DFW		77	AA	A. J. J.	900 105 50179	*****80.00
										STRTOTAL OF	50179	*****80.00
										105	900 105 50179	*****5160.00
										900	900 105 50179	*****51,552.00
0100162101208232	09	23	001 582 2671515	LAX	DFW	LAX		77	AA	A. J. J.	900 210 36418	\$866.00
										STRTOTAL	36418	*****866.00
										210	900 210 36418	*****866.00
										300	900 210 36418	*****866.00

PREVIOUS BALANCE	PAYMENTS	REFUNDS	CHRG ADJUSTMENTS	DEPT ADJUSTMENTS	CHRG CARD ADJUSTMENTS	TOTAL CHARGES	TOTAL PAYMENTS	TOTAL REFUNDS	TOTAL ADJUSTMENTS	TOTAL CHARGES	TOTAL PAYMENTS	TOTAL REFUNDS	TOTAL ADJUSTMENTS	NEW BALANCE
5,388.92	5,388.92				2,418.00	2,418.00				2,418.00				2,418.00

ATP ACCOUNT NO 27630

Statement Key

① American Airlines Reference Number
An internal processing reference number used by American Airlines.

② Issue Date
The month and day on which a ticket was issued.

③ Ticket Number
Identifies the issuing airline, the form and serial numbers of each

④ Routing
Provides the details of each passenger's itinerary.

⑤ Segment Fare Class
Indicates class of service for each segment of a trip.

⑥ Segment Carriers
Identifies the air carriers for each segment of each trip.

⑦ Passenger's Name
The last name and initials of

⑧ Cardholder Number
The unique number assigned to each Air Travel Cardholder in your company.

⑨ Customer Reference Number
Your own reference number which you supply to us, such as employee, departmental or social security.

⑩ Amount

clearly indicated. Printouts based on charge categories of your own specification may be ordered. Subtotals based on other data may also be designed.

⑪ Previous Balance, Payments, Refunds, Adjustments
A complete printout of billing summaries.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF GENERAL SERVICES
DIVISION OF PURCHASES AND SUPPLY

REQUEST FOR AIR TRAVEL CARD (ATC) SEPARATE BILLING ACCOUNT

(Agency/Institution Name and Code Number)

hereinafter called "sub-account", under the Commonwealth of Virginia's Air Travel CARD (ATC) Contract Number 90717-03 with American Airlines Inc., requests a separate air travel billing account for a:

__ QW or __ PW ATC Charge Card for named:

(Division, Department, or Individual Employee)

The terms and conditions of the Air Travel Card (ATC) Charge Card Contract shall apply to the separate sub-accounts and such sub-accounts shall automatically terminate upon termination of the contract between the Division of Purchases and Supply and American Airlines, Inc.

The Commonwealth of Virginia shall be fully responsible for the charges due under the separate billing account.

SUBACCOUNT BILLING ADDRESS:

TYPED NAME AND AUTHORIZED SIGNATURES:

Requested by: _____

Agency/Institution Director
or Designee

Date _____

Phone Number _____
Email Address: _____

Designated ATC Charge Card
Coordinator

Date _____

Phone Number _____
Email Address: _____

Individual "PW" Cardholder

Date _____

APPROVED:

Phone Number (804) 786-2397
Email Address: mmanion@dgs.state.va.us
FAX (804) 786-5413

Matthew N. Manion, C.P.M., VCO
Statewide Service Contract Officer

Date _____

THIS FORM MAY BE REPRODUCED

AMERICAN AIRLINES UNUSED TICKET TRANSMITTAL FORM

ACCOUNT NAME:

ACCOUNT NUMBER:

	13 DIGIT TICKET NUMBER	CPNS 1 2 3 4	PASSENGER NAME	PURCHASE PRICE	ISSUE DATE	REFUND ISSUED
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						

SUBMITTED BY:

DATE:

PHONE #

SECURE UNUSED TICKETS YOU WISH TO HAVE REFUNDED AND MAIL TO:
 AMERICAN AIRLINES PASSENGER REFUNDS, P.O. BOX 582838, MD 755
 TULSA, OK 74158-2810 ATTN: MR. BOB TIMM

PROCESSED BY: _____